



Army Benefits Center- Civilian



ABC-C Overview

For:

**2004 North Central Region Annual
Customer Advisory Board Conference**

August 18 - 19, 2004

Mission Statement

Provides advisory services to Army employees through a centralized automated center:

FEHB - Federal Employees' Health Benefits

FEGLI - Federal Employees' Group Life Insurance

TSP-U - Thrift Savings Plan - Uniformed (Military)

TSP - Thrift Savings Plan (Civilian)

FERS - Federal Employees Retirement System

CSRS - Civil Service Retirement System

Retirements - Voluntary & Disability

Survivor Benefits - Deaths and Dismemberment

Function Statement

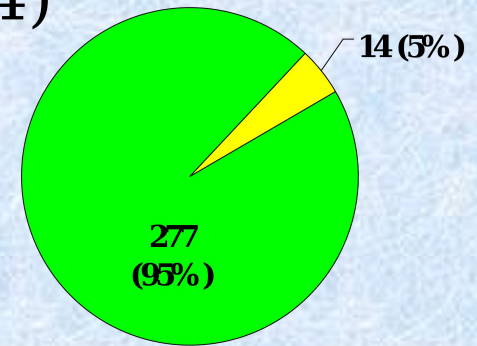
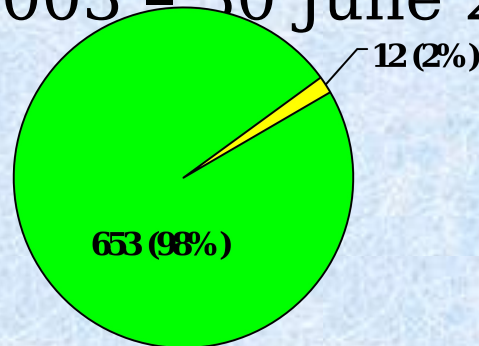
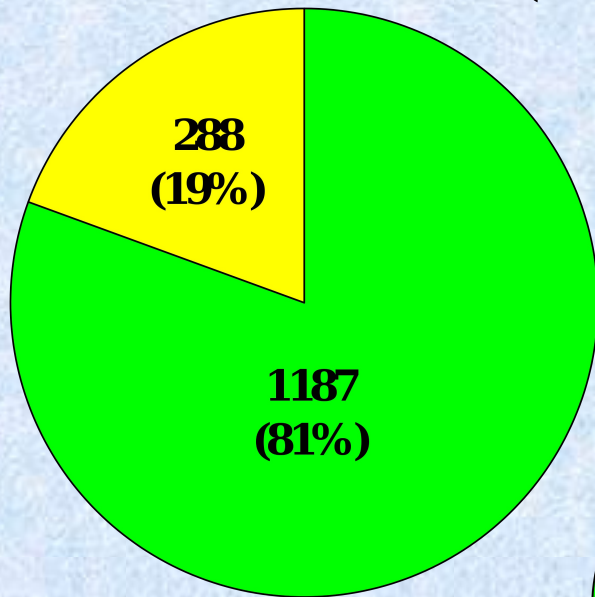
Responsible for delivery of services via the Employee Benefits Information System (EBIS), the Interactive Voice Response System (IVRS) and trained benefit counselors. Continually monitors and evaluates best business practices for delivery of services world-wide. Prepares regular and special reports for the Center.

North Central Region

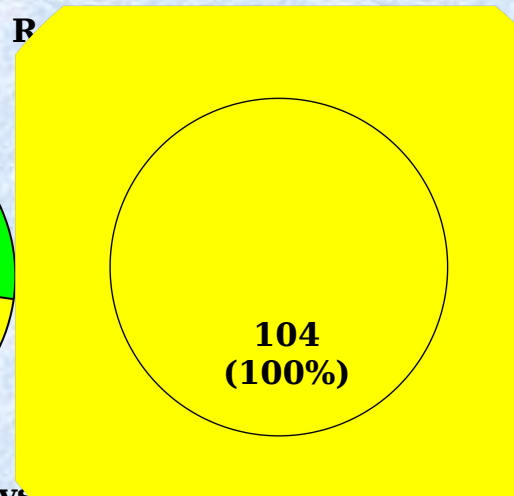
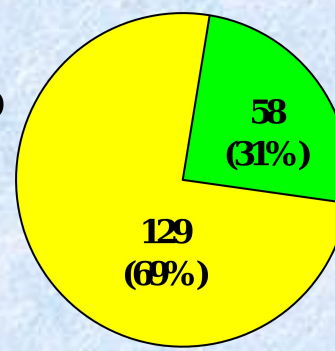
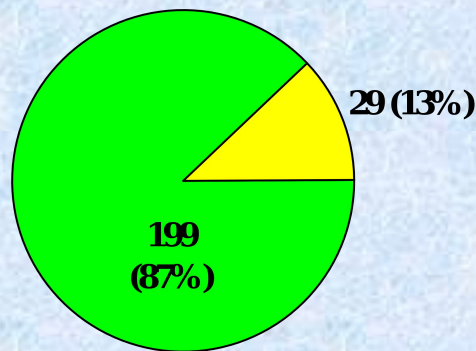
Non-Disability Retirements/Payroll

Suspense Report

(1 July 2003 - 30 June 2004)



Ret. Rcvd More Than 60 Days: 665



Ret. Rcvd 16-30 Days: 228

Ret. Rcvd 1-15 Days: 187

Ret. Rcvd On/After DOR: 104

Total Received: 1475

■ Met

■ Did Not Meet

Army Goal: Submit to DFAS NLT 5 working days prior to DOR.

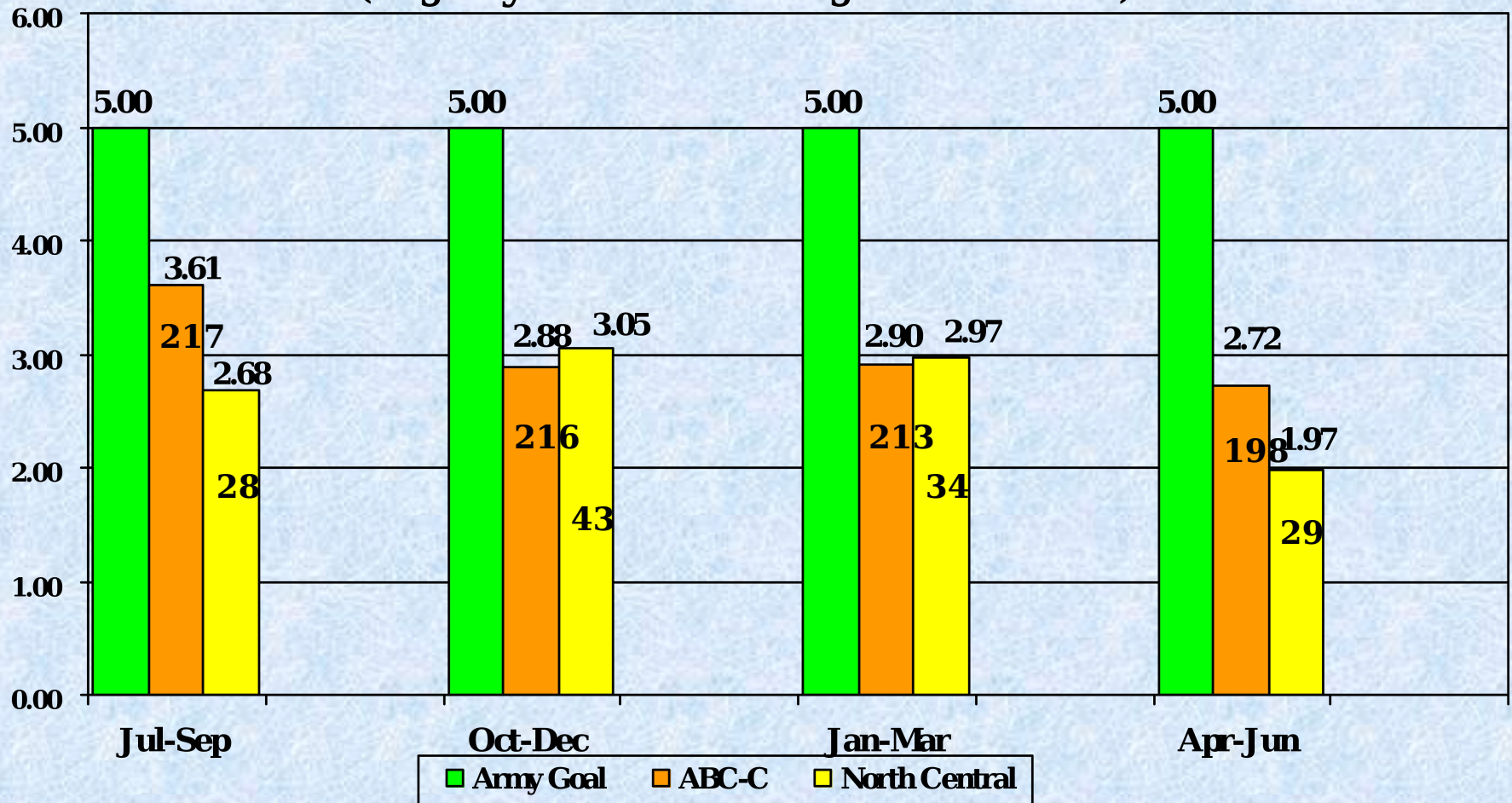
ABC-C calculates timeliness from date complete retirement package is received to date package submitted to DFAS.

ABC-C tracks calendar days.

ABC-C/North Central Region

Disabilities Timeliness Report

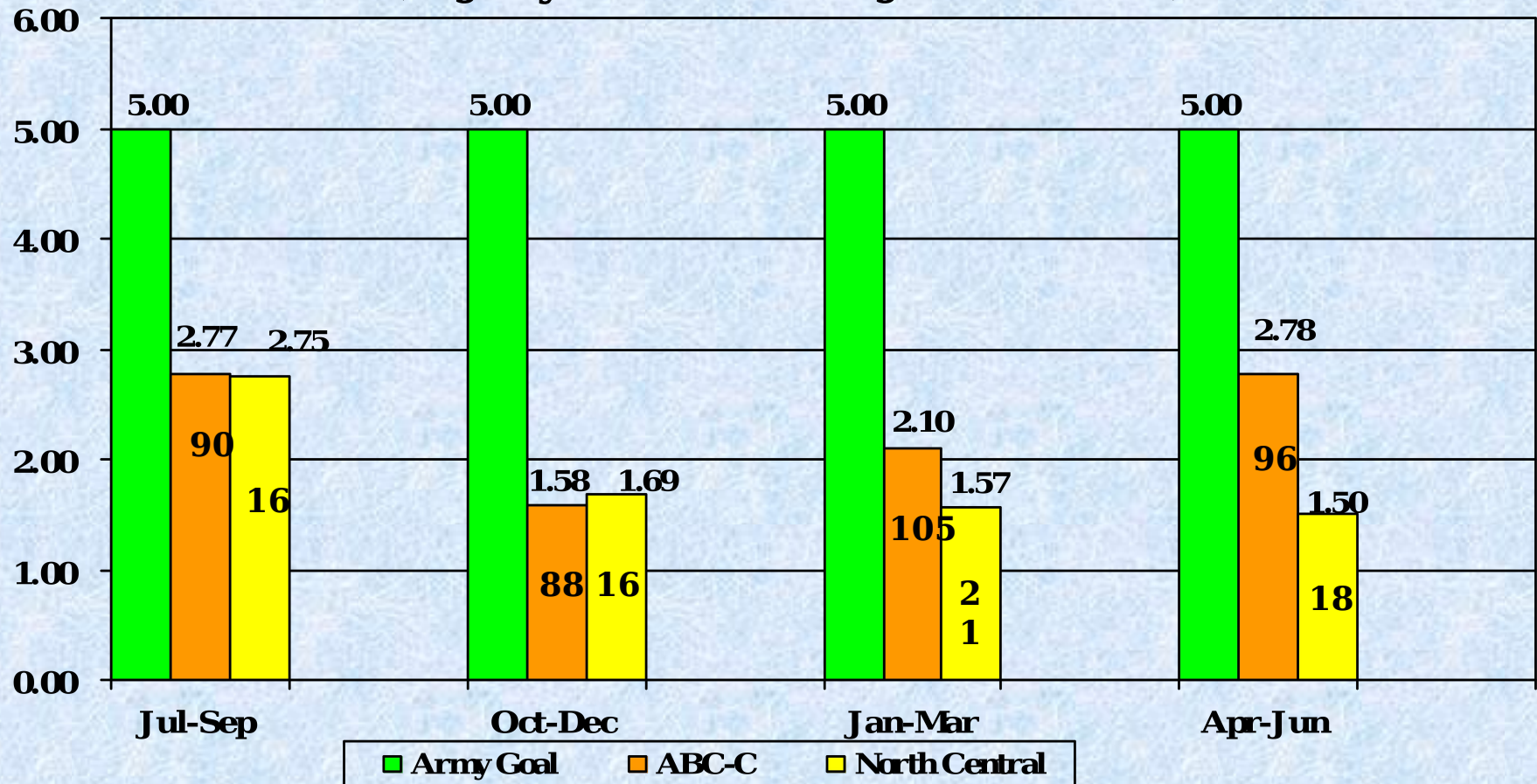
(1 July 2003 - 30 June 2004)



Army Goal: Submitted to DFAS NLT 5 working days following receipt of all documentation.

ABC-C tracks timeliness from date of OPF receipt to date sent to payroll (or) date last item received in order to work the preliminary retirement package to date sent to payroll, whichever is later. ABC-C tracks calendar days rather than working days.

ABC-C/North Central Region Death Actions Timeliness Report (1 July 2003 - 30 June 2004)



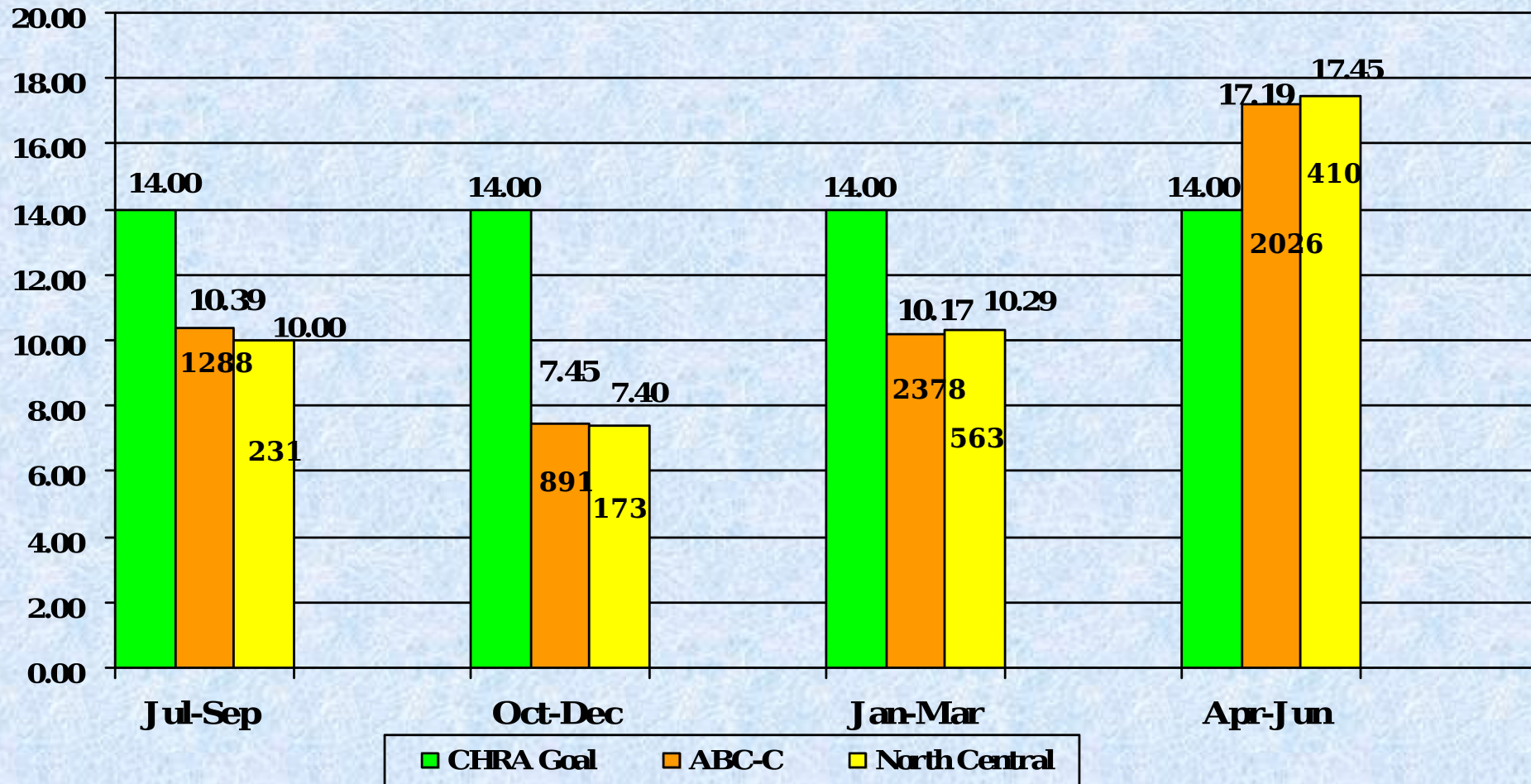
Army Goal: Death submitted NLT 5 working days after date survivor signs and dates death benefits claims.

ABC-C tracks timeliness as date of OPF receipt to date Quick Pay is faxed to OPM for deaths processed under expedited procedures (or) date claim form is received from survivor to date claim form sent to DFAS for deaths processed under lump sum procedures.. ABC-C tracks calendar days rather than working days.

ABC-C/North Central Region

Estimates Timeliness Report

(1 July 2003 - 30 June 2004)



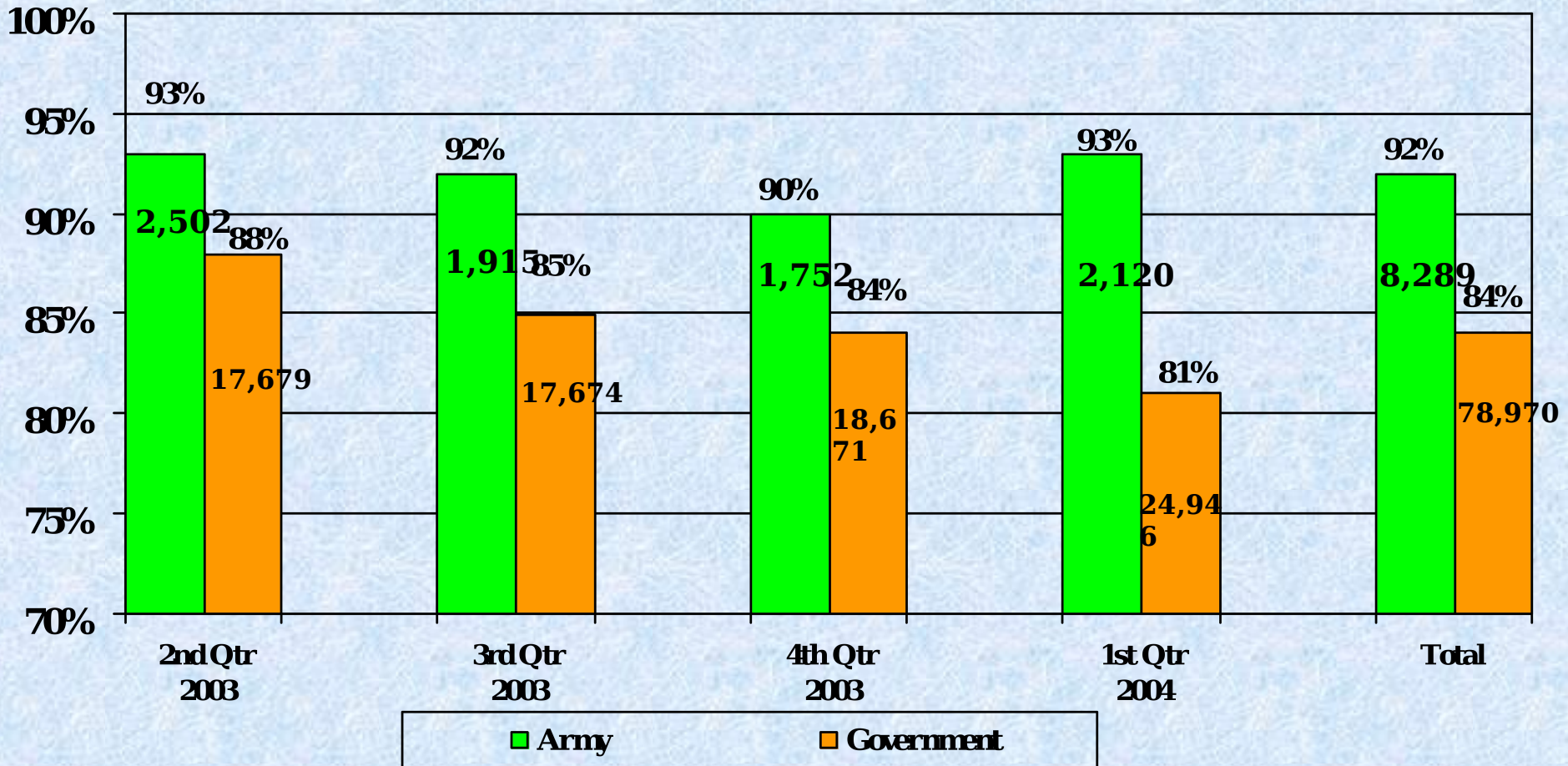
CHRA Goal: 14 days following receipt of estimate request.

Note: These are requests for comprehensive retirement annuity printouts that are not associated with an individual retirement package.

Department of the Army

Aging of Separations Report

(1 April 2003 - 31 March 2004)



CHRA Goal: 14 days following receipt of estimate request.

Note: These are requests for comprehensive retirement annuity printouts that are not associated with an individual retirement package.

NORTH CENTRAL REGION PRODUCTION

SUMMARY

(01 July 2003 - 30 June 2004)

Benefit Type	Beginning Balance	Received	Completed	On Hand
Death Actions	5	87	84	8
Death Actions (Family)	3	40	41	2
Retirements	68	1603	1457	214
Disability	5	137	137	5
Post 56	8	685	650	43
Deposit/Redeposit	3	198	188	13
Estimates	30	1477	1454	53
OPM Inquiries	3	85	88	0
TSP Make-Up Contributions	0	42	34	8
TSP Military	0	0	0	0
FEGLI	0	24	24	0
TCC	1	41	42	0
FERCCA	0	0	0	0

ABC-C PRODUCTION SUMMARY

(01 July 2003 - 30 June 2004)

Benefit Type	Beginning Balance	Received	Completed	On Hand
Death Actions	56	445	451	50
Death Actions (Family)	7	237	238	6
Retirements	402	7785	7202	985
Disability	33	841	853	21
Post 56	80	2906	2839	147
Deposit/Redeposit	43	1194	1177	60
Estimates	131	6732	6583	280
OPM Inquiries	27	594	609	12
TSP Make-Up Contributions	0	101	89	12
TSP Military	0	6	6	0
FEGLI	4	233	230	7
TCC	17	527	541	3
FERCCA	0	0	0	0

Continuing Challenges

- Last Minute VERA/VSIP approvals.
- Late submission of retirement packages.
 - Direct correlation between packages submitted less than 30 days of DOR and inability to meet timeliness goals.
- FERCCA
- Relieving CPAC of Benefits Workload
- DCPDS Database Quality

Success Story

Retiree Satisfaction Survey

- 4-page surveys were mailed June 2003
- Random sample of 5,193 retirees
- 60% response rate-very high
- Overall, retirees were very satisfied with:
 - ABC-C counselors being helpful and friendly
 - Quality of the pre-retirement seminar
 - Usefulness of information from the website
 - Estimates and final payments

Success Stories

- Counselor Wait Time
- Site Assistance Visits
- Partnership with DFAS
- Video Tele-Training (VTTs)
- Employee Retirement Guide
- New Employee Flyer

Future Initiatives

- IVRS access for separated employees
- Electronic estimate requests
- PPRT



Benefits Information for New Army Employees

June 2004

Welcome to Federal employment with the Department of the Army (DA).
Your appointment may provide valuable benefits for you and your eligible family members.

This information is intended for employees who are eligible for Federal benefits. Generally, employees hired on, or converted to appointments described as permanent or indefinite, are eligible for Federal benefits. This information is very important to you personally, as it is your responsibility to understand and manage your Federal benefits. Benefit elections have firm time limitations. Opportunities to enroll or change enrollment are infrequent. (Note: Benefits and entitlements as described in this chart may be different for certain groups of employees, such as reemployed annuitants or those on a part-time or intermittent work schedule.)

DA employees obtain benefits counseling and processing services from the ABC-C. You may access the ABC-C by website at <https://www.abc.army.mil> – from the ABC-C Homepage, click on *Benefits/EBIS*. If you have not created your Point-Of-Entry (POE) password, you will need to click on *Set Password*. You must enter your SSN, Service Computation Date (SCD) for Leave, Date of Birth (DOB), civilian pay plan, grade, step, and email address. Most of these items are found on your SF 50-B, Notification of Personnel Action (NPA) and the Leave and Earnings Statement (LES). You will then be prompted to create your POE password. Upon your first access, click on the *New User* button. You will enter a temporary four-digit Personal Identification Number (PIN*), and then enter and verify your custom six-digit PIN. You may also contact the ABC-C by phone at 1-877-276-9287 (toll-free) (TDD: 1-877-276-9833). You will be prompted to enter your SSN and temporary PIN* and create your custom six-digit PIN. You may press zero (0) within any menu such as FEHB, TSP, etc., to speak with a benefits counselor Monday through Friday from 6:00 a.m. to 6:00 p.m. Central Time (CT). (OCONUS phone numbers are available on the ABC-C website.)

*For the web and phone systems, your temporary four-digit PIN is equal to the month and year of your birth (e.g., if your birth date is 05-03-1965, your temporary PIN will be 0565). Do not share your ABC-C POE password or PIN with anyone. Do not allow others, such as office administrative personnel, to have access to your account or make benefit changes for you. You are responsible for the security of your account; change your PIN immediately if you believe that it has been

BENEFIT OPTIONS	ELECTION PERIOD (From the effective date of the appointment)	INFORMATION To learn more, visit the ABC-C web site as well as the following:	ENROLLMENT To make an election, contact:
Federal Employees Group Life Insurance (FGLI)	31 days	http://www.opm.gov/insure/life/	ABC-C
Federal Employees Health Benefits (FEHB)	60 days	http://www.opm.gov/insure/health/	ABC-C
Thrift Savings Plan (TSP) (retirement savings plan)	60 days	www.tsp.gov	ABC-C
Long Term Care (LTC) Insurance	60 days (For abbreviated underwriting application)	www.opm.gov/insure/ltc or www.ltcfed.com	www.ltcfed.com or call 1-877-LTC-FEDS (1-877-582-3337)
Flexible Spending Accounts (FSA) (for health care and dependent care expenses)	60 days (Or by October 1 st , whichever occurs first)	www.opm.gov/insure/pretax/fsa/ or www.fsafed.com	www.fsafed.com or call 1-877-FSAFEDS (1-877-372-3337)
Election of FERS (CSRS/CSRS Offset only)	6 months	www.opm.gov/fers_election/fersh/h_toc.htm www.opm.gov/fers_election/html/3109.pdf	Your local Civilian Personnel Advisory Center